



Island Block & Paving is one of Australia's leading independent manufacturers of concrete masonry products, based in Tasmania, the Island Block & Paving production facility includes three manufacturing plants and is strategically located to service the state of Tasmania along with the eastern states of Australia- Victoria, South Australia and New South Wales. Island Block & Paving produce a unique range of bricks, retaining wall blocks, concrete building blocks, weed free paving, patented retaining wall systems and landscape products. Island Block & Paving is committed to manufacturing sustainable products where possible, in a safe efficient manner, an example is the "Sustainable Products for the Future" range. It is our policy to maintain efficient and effective quality, safety and environmental management system, which meet our legislative responsibilities, and the compliance requirements of the current international standards ISO 9001, ANZS 4801: and ISO 14001. We continually strive to be the best in every aspect of our business by fostering a culture of trust, responsibility, high expectations and open communications with our clients, customers and suppliers

### **QUALITY, SAFETY AND ENVIRONMENTAL OBJECTIVES:**

**Business Goal:** Our business goal is to be profitable and maintain a sustainable, safe and environmentally; responsible business that provides a strong return to shareholders.

**Business Management Process:** Our business systems will conform to the current requirements of the ISO 9001, ANZS 4801 and ISO 14001 standards and all other legislative requirements.

**Quality Principles:** Quality derives from an ongoing and demonstrated management / staff commitment to service and excellence.

**Customer Focus:** To assess and monitor customer requirements. Quality begins and ends with the customer and we strive to always satisfy their needs. This is reflected in our product range and flexibility – both as individuals and as a company.

**Relationships:** To build mutually beneficial relationships with clients, customers, the community and our suppliers.

**Innovation:** To research and develop unique products when market opportunities are identified; and ensure any new product is protected by patent where possible.

**Continual Improvement:** Through the regular review of client and customer satisfaction and company management systems we aim to measure, evaluate and to continually improve business performance, processes, products and services.

**Workforce Improvement:** Together with a commitment to a detailed induction process, continual training and a focus on employee safety and well being, to create a culture whereby any member of the company is empowered to contribute to the ongoing success of the company.

**Safety and Environment:** To identify and implement effective control measures for all safety and environmental hazards and risks associated with our business. Island Block and Paving aims to maintain a zero harm record; and to develop and implement safe and environmentally sustainable systems and work practices.

Signed: Jason Bassett

Date: 16/08 /2018

Jason Bassett: General Manager